Web*Agent*

Web-based Motor Vehicle   Registration and Titling

Agent Administrator

Reference Guide

February 2012

Texas Department
of Motor Vehicles

Table of Contents

1 Introduction

This guide will introduce you to WebAgent, the Remote Sticker Printing System (RSPS) replacement. This internet based program can be accessed from any internet ready computer.

As you move through WebAgent, you will notice the end results are the same as with RSPS, but WebAgent is much simpler and faster. Some WebAgent features are new, while others are similar to RSPS.

This guide will be very valuable as your location is implemented and you begin utilizing Webgent. It is recommended that anyone working with WebAgent take time to review this guide. You will find icons placed throughout the guide to draw your attention to specific details or provide additional resources to reinforce learning. The icons and their meanings are listed below. The TxDMV will update this guide as changes are made to WebAgent.

Welcome to WebAgent!

Must Know - *Details of high interest to WebAgent Users*

Job Aids - One page reference documents

1.1 The WebAgent Page Layout

Each section of the WebAgent page has unique information. We'll take a look at the page as a whole, and then we'll take a closer look at the Actions menu.

1	*Actions Menu* – Groups like actions into sections. If you have access to an action, it's listed here.
2	*The Page Name* – Identifies the page you are viewing; some pages otherwise look similar, but are different processes.
3	*Logged in as* – Identifies your Username and Location.
4	*Page Data Window* – Provides specific information needed to complete your immediate task.
5	*Error Messages* – Displays messages in red within the data window.
6	*Action Buttons* – Located at the bottom of a WebAgent page, and differ according to screen and the user's authorized actions.

1.2 The Actions Menu

The WebAgent Actions menu can be accessed from any page within WebAgent. You can navigate to any area in the application. At any time you can jump from one action to another. Here's a breakdown of the four main categories:

1 **Navigation** Returns you to the Home page or takes you to the Logout page in order to Logout. All WebAgent users see these two navigation buttons.

2 **Registration** Contains the pages necessary to perform registrations and tracking pages to process the batches. These options depend on the user's Authorized Actions.

3 **Administration** This section only appears on the administrator's screen. It provides access to locations and users.

4 **Help** Provides access to additional resources.

2 Roles and Responsibilities

When you access WebAgent, you and your Location's profile (information) will already be set up. The basic information has been pre-loaded by your County Tax Assessor/Collector with you assigned as the Administrator. Your users will need to be added through the Manage Users option on the WebAgent Actions menu. We will step through that process in Section 5.

As a Subcontractor for the county, you will be referred to as an Agent. The Agent has two user levels. At the Agent Administrator level, you are responsible for users at your own location, whether geographically or business-related.

There are multiple options when authorizing actions for users. All actions are authorized for Administrators, while some actions cannot be assigned to users. There may be more than one administrator assigned to a location, with the intent of constant administrator availability despite individual schedules. The WebAgent Actions menu will only display the actions available to the user according to the Authorized Actions they are assigned.

The following table lists actions that are assigned to you as the Administrator, and the different actions available to be assigned to your users. Some actions are grouped logically since some cannot be performed without having access to another.

Actions Menus for Different Users

2.1 Authorized Actions for Agent Administrator & Agent Users

Authorized Actions for User Roles	Registration Renewals	Reprint Renewals	Void Renewals	View Batches	Submit Batches	Manage Users	Manage Location	Reports
Agent Administrator	X	X	X	X	X	X	X	X
Agent User	X	X	X	X	X			X

2.2 Authorized Actions Detail Description

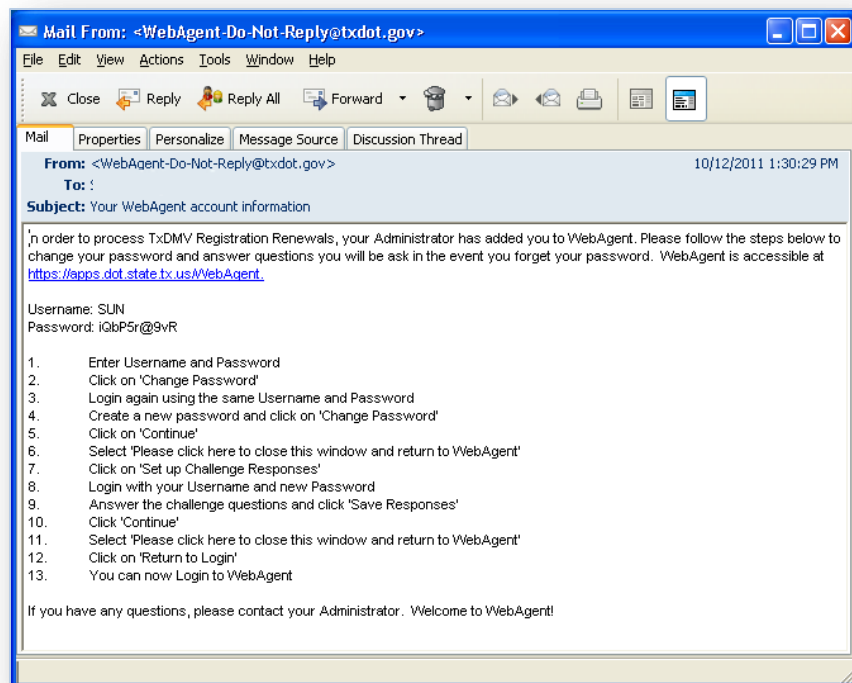|	
Renew Registrations	Assigns a user the ability to process and print renewal registrations. This action can be assigned to a user and they will only have the ability to renew registrations. In order to have access to reprint or void renewals, those actions will also need to be assigned.
Reprint Renewals	Allows reprinting to be an option on the "Renewal Complete" page. With this action, the reprint can happen while still on the Renewal Complete page. This is only available when assigned in combination with Renew Registrations. Note: If you do not assign the user authorization to reprint, the action can be done through Manage Batches. This will require access to batches and is covered more in Manage Batches, Section 10.

Void Renewals	When access to "Void" is assigned to the user, the void option is available on the "Renewal Complete" page. This option is only available when combined with Renew Registrations. Note: If you do not assign the user authorization to void, the action must be done through Manage Batches. This will require access to batches and is covered more in Manage Batches, Section 10.
View Batch	Enables the user to see the batch status and how many renewals, reprints, and voids are included, at all levels. The View Batch action does not allow the user to make changes to the batch or submit it. Section 11 has more information on viewing batches.
Submit Batch	To be able to submit batches for approval, you will be assigned Submit Batch in addition to View Batch. You cannot have the option to Submit Batches without access to View Batches.
Manage Users	Allows administrators to access user information at their location, including: 1. Adding New Users 2. Deleting/Removing Users 3. Changing User Details (modifying user information) 4. Changes to the User's Authorized Actions
My Location	Only Administrators have access to their location information which contains the contact information.
Reports	Reports can be generated in a PDF or Excel format. Available reports include: 1. Users – List of Users for their location (Administrator Only) 2. Batches – List of Batches and Batch Details Reports can be generated based on Authorized Actions assigned to the user.

3 Initial Login Process

As the Administrator for your location, you will add new users to WebAgent.

After a new user is added in WebAgent an e-mail is automatically sent with instructions on how to create their password to access WebAgent. A copy of the e-mail is shown below.

Usernames are system generated and consist of the first initial of the first name and the first 5 letters of the last name. If creating a Username will create a duplicate, the Username will be followed by a unique number. For example, if your name is Abe Lincoln, your username will be Alinco. If an Abe Lincoln already exists in

E-mail New Users Receive for Login Information

WebAgent, your name will be Alinco1. The next will be Alinco2, etc. If a user's last name is less than 5 characters long, all of the last name will be used as part of the Username.

> Job Aid - The Login Process for New Users/Tips for Logging in to WebAgent

3.1 How to Login to WebAgent

Here are the steps necessary to set up the WebAgent User Login.

Login Screen

Step 1. Use the URL in the e-mail you received to go to the WebAgent website.

Step 2. Enter the e-mailed username and temporary password, then click "Login".

Step 3. Click "Change Password".

Step 4. Log in to the Password Management
application using the same username
and temporary password sent by the
WebAgent automated e-mail. Your
temporary password is only good for

Password Management Page

attempting to login 3 times. (After you create your new password, the
temporary password will not work.)

*If you copy and paste your temporary password be sure not to include any
spaces before or after the password.*

Step 5. Create your new password following the steps outlined on the screen.

Click "Change Password". You have four minutes on this page to create your password before WebAgent times out. You also have the option to have the Password Management System provide one for you.

Here are the password guidelines:

Your password has expired. You must set a new password now.

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is not case sensitive.
- Must be at least 8 characters long.
- Must be no more than 28 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must not include a common word or commonly used sequence of characters.

» Auto-generate a new password

New Password

Confirm Password

[Change Password]   [Clear]   [Show Password]

Password Guidelines

Step 6. You will get a confirmation screen to let you know the password was changed successfully. Click "Continue" to Logout of the Password Management System module.
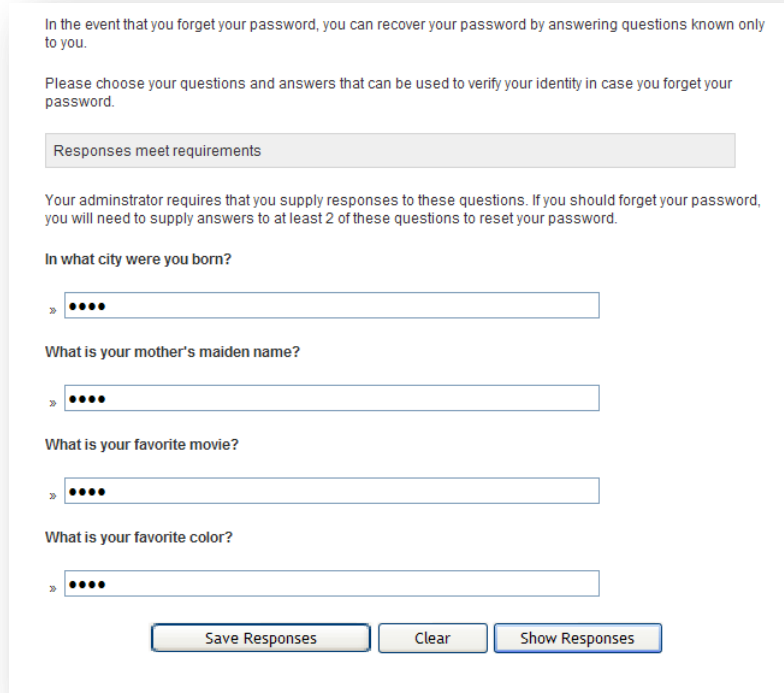
Step 7. Select "Please click here to close this window and return to WebAgent".

Step 8. Your next step in creating your Login is to set up your Challenge Questions.

Click "Set up Challenge Responses".

Step 9. Enter your username and new password. Click "Login."

Step 10. After answering at least two of the challenge questions, click "Save Responses".

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password.

Responses meet requirements

Your administrator requires that you supply responses to these questions. If you should forget your password, you will need to supply answers to at least 2 of these questions to reset your password.

In what city were you born?

» ••••

What is your mother's maiden name?

» ••••

What is your favorite movie?

» ••••

What is your favorite color?

» ••••

Save Responses   Clear   Show Responses

Challenge Questions

Step 11. Click "Continue" to logout of the Password Management System.

Step 13. Select "Please click here to close this window and return to WebAgent".

Step 14. Click "Return to Login" and return to the WebAgent Login page.

You can now login to WebAgent with your username and new password.

WebAgent
Web-based Motor Vehicle Registration and Titling

Texas Department *of* Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

Login

Username*

Password*

Login   Forgot Password

WebAgent 1.0.0 - Fri October 28 2011

Login Page
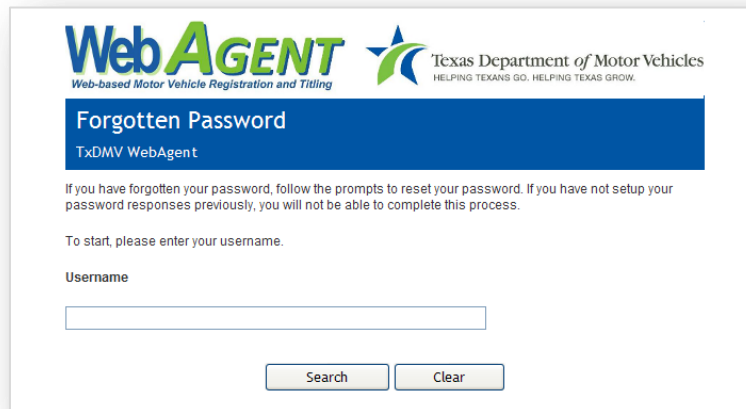
4 Forgot Password

If you forget your password you can reset it on-line.

To reset your password:

Step 1. On the Login screen click "Forgot Password".
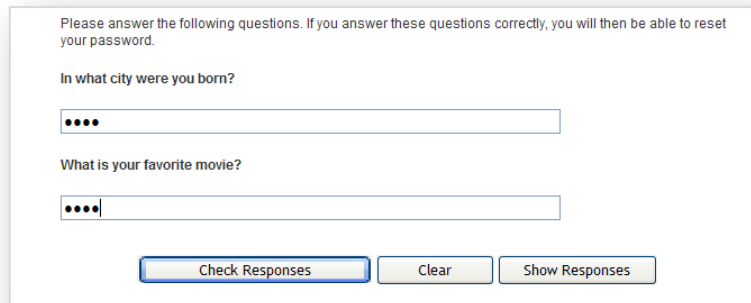
Step 2. Enter Username and click "Search".

Password Management Login Page

Step 3. You will be taken to the Challenge Questions page. After answering two questions correctly, click "Check Responses".

Note: You have three attempts to answer your Challenge Questions correctly. After three incorrect attempts you will be locked out of WebAgent for 15 minutes.

Challenge Questions

Step 4. You'll be asked to create a new password.

Step 5. Type in your new password and click "Change Password".

Your password has expired. You must set a new password now.

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is not case sensitive.
- Must be at least 8 characters long.
- Must be no more than 28 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must not include a common word or commonly used sequence of characters.

» Auto-generate a new password

New Password

Confirm Password

| Change Password | Clear | Show Password |

Idle Timeout: 4 minutes
WebAgent Password Self Service | 21227 | Jan 10, 2012 2:25:31 PM

Create New Password Page
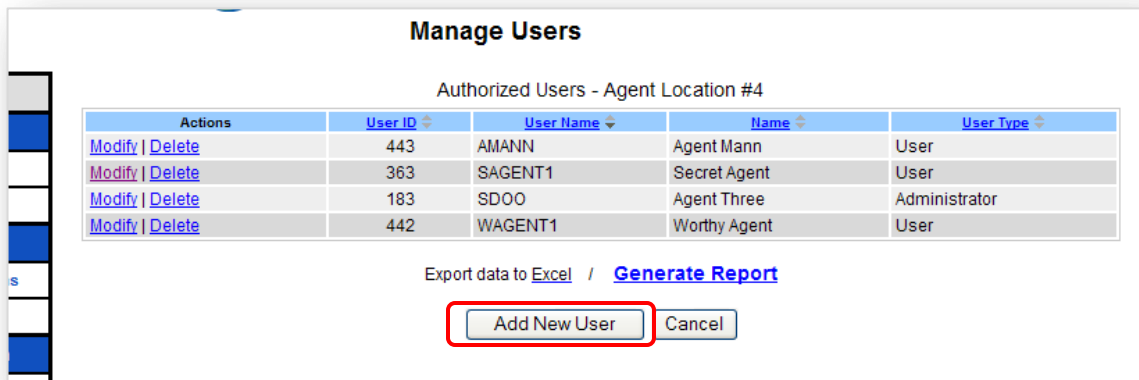
Forgot Username

As the Administrator, your users may contact you if they forget their username or it does not work. You can confirm their username by accessing Manage Users.

5 Adding Users - Administrators Only

Administrators are the only users at the Agent location who can add other users. Adding a user begins on the WebAgent Home page where you find the Actions menu.

Step 1. Select "Manage Users" from the Actions menu. The current users for your location will be listed.

Manage Users Page

Step 2. Click "Add New User".

Step 3. Before you can add a new user to a location (new or existing) you are required to conduct a search to ensure the user does not already exist.

User Search Page

There are two ways to search for a user.
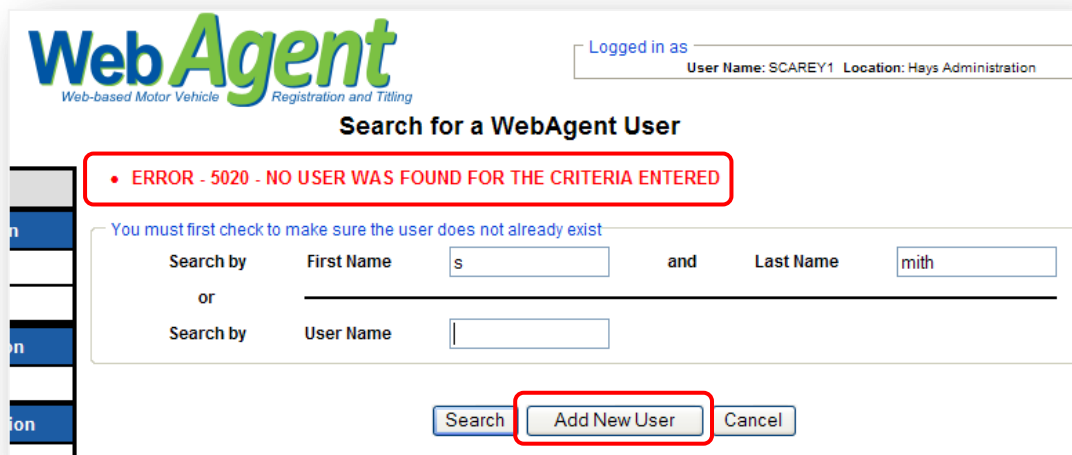
    1) Using first <u>and</u> last name - minimum of one letter in both fields, *or*

    2) Username – requires an exact match.

Click "Search".

User Does Not Exist

After conducting your search**, if the user does not exist**, you will receive an error message:

● ERROR – NO USER WAS FOUND FOR THE CRITERIA ENTERED
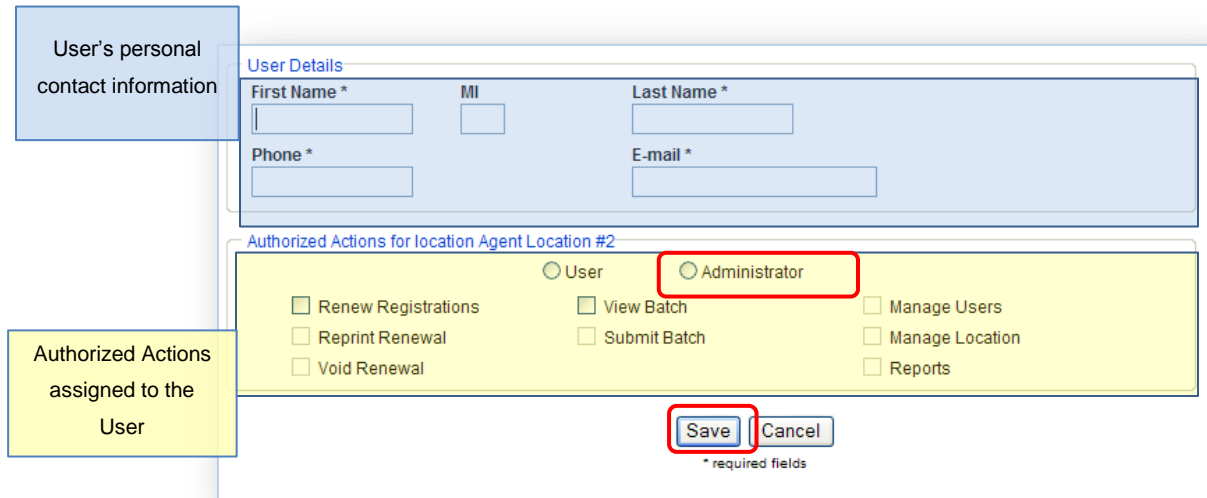
User Search Results Page

Step 4. Click "Add New User".

Step 5. On the Add/Modify User page enter the user's details.

Step 6. Assign Authorized Actions to the new user.

WebAgent will automatically e-mail the new user's Username, temporary

Add User Page

password, and instructions to access WebAgent.

Step 7. Click "Save" to add the user.

Adding an Existing User

After conducting your search, any existing users with the same name or username will be displayed on the bottom of the search page.

User Search Results Page

To see the user's other locations, click "View Locations".

User Search Results Page

Step 1. To add the user to your location click "Select" under the actions column. The Add/Modify User page will open.

Step 2. The User Details will already be completed. Make any changes necessary to the information.

Step 3. Assign the Authorized Actions for this location.If the user exists at another location, their Authorized Actions will not be changed for that location. Authorized Actions are unique to the location.

Step 4. After any changes and/or modifications click "Save".

Job Aids - How to Add New User/Modifying and Deleting Users

6 Viewing and Modifying Users

You can view all users at your location, or conduct a search for a specific user.

You have two options to search for a user.

a) Search by first <u>and</u> last name (minimum of one letter in each field), *or*

b) Search by Username which must be an exact match.

The Add/Modify User page will open and you can make changes to User Details and assign Authorized Actions that will be for your location only. If the user exists at another location their Authorized Actions will not be changed for that location. The Authorized Actions are unique to the location.

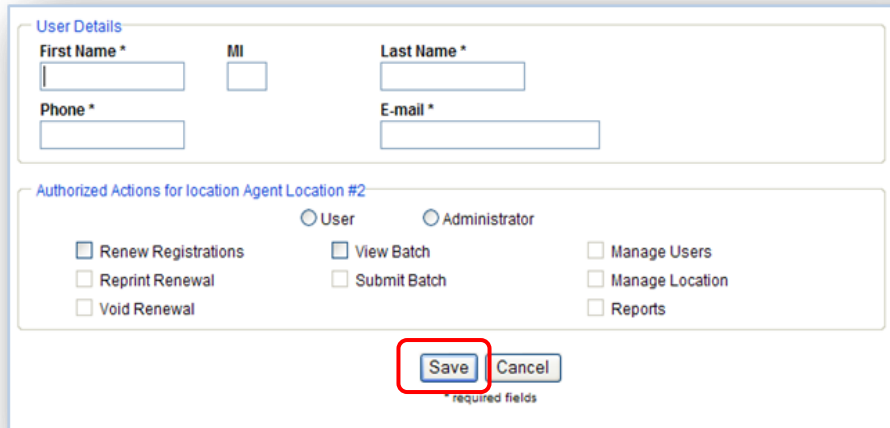To modify users for your location follow the steps below:

List of Users for Your Location - Manage Users

Step 1. Click on "Manage Users" from the Actions menu. The users assigned to your location will be listed.

Step 2. To make changes to a user, click on the "Modify" link under Actions beside their name.

Step 3. Change User Details if necessary.

Step 4. Modify Authorized Actions.

User Details and Authorized Actions

Step 5. Click "Save".

If the user exists at another location their Authorized Actions will not be changed for that location. The Authorized Actions are unique to the location. It is possible for the user to be an administrator for more than one location, or only have minimal actions for another.

Job Aids - Modifying and Deleting Users/How to Add a New User

7 Deleting Users

When users no longer require access to WebAgent they should be deleted by the Administrator.

Removing a user prevents them from accessing WebAgent. Their profiles are still located in WebAgent for record keeping purposes, but will not show on your list of users. Their transactions and user information will display in batches.

Step 1. On the WebAgent Home page, click "Manage Users" on the Actions menu.

When deleting the user if they are active at more than one location, be careful to delete them from the correct location.

Manage Users

Authorized Users - Agent Location #9

Actions	User ID	User Name	Name	User Type
Modify	Delete	363	SAGENT1	Secret Agent	Administrator
Modify	Delete	183	SDOO	Agent Three	User

Export data to Excel / **Generate Report**

[Add New User] [Cancel]

Manage Users- List of Location Users

Step 2. Click "Delete" in the Actions column.

A deleted user can be reactivated by going through the "Adding a New User" steps found in Section 5.

Job Aids - How to Add a New User/Modifying and Deleting Users

8 Registration Renewals

Your County Tax Assessor Collector will determine how your locations will process registration renewals.

There are three options:

1. Scanning with the handheld barcode scanner.
2. Entering data by keyboard.
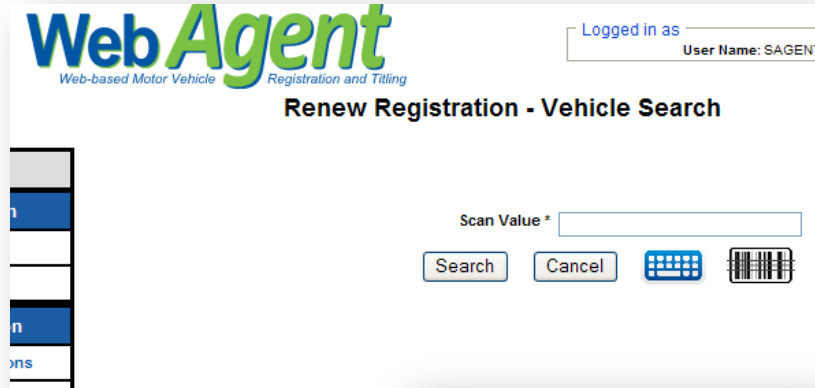3. Choice of scanner <u>and</u> keyboard.

Depending on your authorized actions, the choices will display on the Renew Registration page.

The process for registration renewals begins on the WebAgent Home page where you find the Actions menu.

> Step 1. Click "Renew Registrations". The Renew Registration – Vehicle Search page opens.

Step 2. Depending on the method your location uses, your options will be listed.

> **For Barcode Scanner -** Scan the registration renewal receipt barcode. If the scan is successful it will populate the Scan Value window. Click "Search".
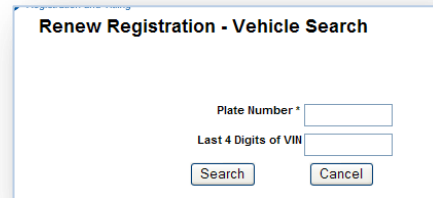
Scanner only page view

Keyboard only page view

Data Entry - Enter the license plate number and the last four numbers of the VIN. Click "Search".

Before the registration can be completed, WebAgent will check three statewide systems for issues. These are the Registration and Titling System (RTS), the Internet Vehicle Title and Registration Service (IVTRS), and TexasSure.

As a result of these checks the vehicle record may display error messages. The error message will determine your actions.

The most common error message will be "Validate Insurance Coverage" which requires visually verifying the owner has proper proof of insurance.

Registration Renewal Vehicle Result

After you verify coverage, click "Yes". Other error messages may indicate there are other issues that need to be resolved. In that case the error message will instruct you on how to proceed.
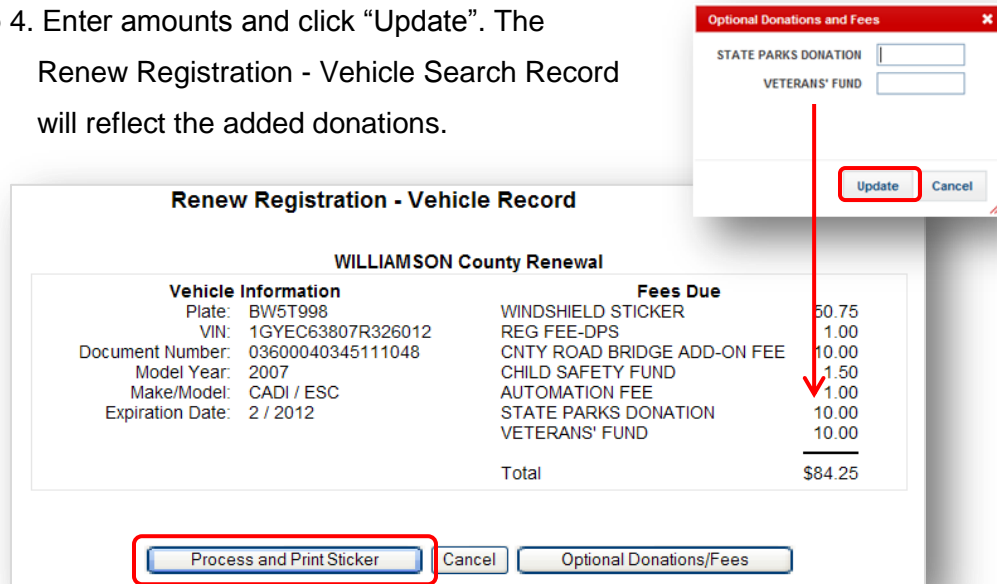
Step 3. Customers may choose to donate to state parks or the Veterans' Fund. If so, click "Optional Donation Fees" A window opens to designate the amount(s).

Step 4. Enter amounts and click "Update". The Renew Registration - Vehicle Search Record will reflect the added donations.

Renew Registration - Vehicle Record

WILLIAMSON County Renewal

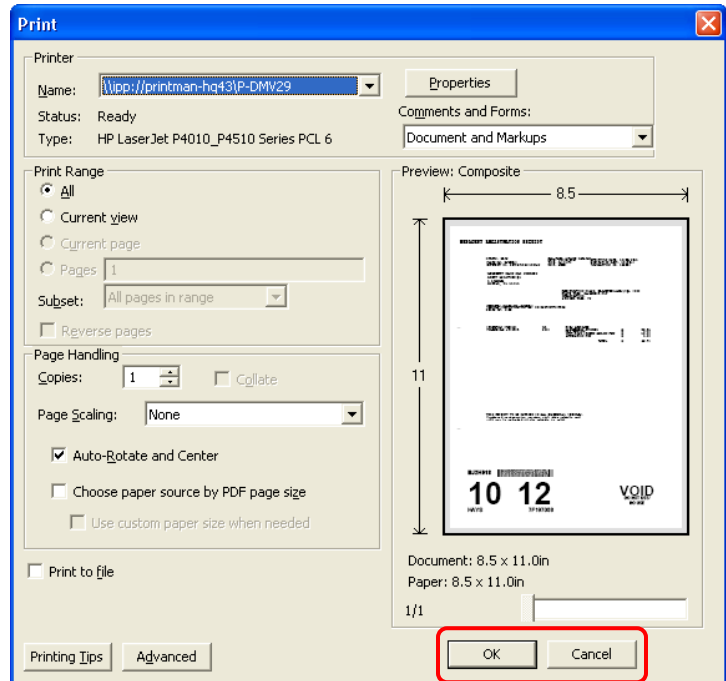| Vehicle Information		Fees Due	
Plate:	BW5T998	WINDSHIELD STICKER	50.75
VIN:	1GYEC63807R326012	REG FEE-DPS	1.00
Document Number:	03600040345111048	CNTY ROAD BRIDGE ADD-ON FEE	10.00
Model Year:	2007	CHILD SAFETY FUND	.1.50
Make/Model:	CADI / ESC	AUTOMATION FEE	1.00
Expiration Date:	2 / 2012	STATE PARKS DONATION	10.00
		VETERANS' FUND	10.00
		Total	$84.25

Process and Print Sticker   Cancel   Optional Donations/Fees

Step 5. To print the registration sticker, click "Process and Print Sticker". The Adobe Print Box opens.

Step 6. Click "Cancel" to return to the Vehicle Search page and process the next renewal or Click "Process and Print Sticker".

The Adobe Print Box opens. Since the Print Command was selected in WebAgent, the renewal sticker is considered printed. The Cancel button in the Adobe Print Box will not

Adobe Print Box

cancel the sticker, only the printing of the sticker.

Step 7. The next screen is a Renewal Complete page to confirm the sticker was processed and printed. The application is now ready to process the next renewal receipt.

Renewal Complete

Receipt and sticker for plate #BX5L404 should have printed.

| Process Next | Reprint | Void |

Renewal Complete Page

Click "Process Next" to return to the Renew Registration – Vehicle Search page.

Each time the Adobe Print Box opens whether you print the sticker or not, your count on the number of stickers printed increases. The batch will show the total number of stickers printed for this renewal. Here is the batch page detail showing the renewals in a batch.

Web Agent
Web-based Motor Vehicle Registration and Titling

Logged in as
User Name: A99 Location: Subcon Agent Location

Batch Detail

County: WILLIAMSON   Batch ID: 1161   Status: Open   Batch Total: $158.50

Actions	Date	Time	Plate	Expires	Print Qty	Insur	New Plate	Amount	User Name
View | Reprint | Void	01/09/2012	11:34 AM	BL3Y289	02/2012	1		No	$64.25	A99
View | Reprint | Void	01/09/2012	11:29 AM	BX5L404	02/2012	1	Manual	No	$94.25	A99

Export data to Excel   /   **Generate Report**

| Submit Batch | Cancel |

Batch Detail Page

Job Aids - Registration Renewals

9 Reprinting and Voiding Registration Renewal Stickers

You may need to reprint or void a registration sticker. It may be due to printer errors, errors in processing, etc.

9.1 Reprinting and Voiding During Renewal Process

If the user is authorized to reprint or void registrations, these options appear on the Renewal Complete page that appears immediately after printing. In this case, click the appropriate command.

If you need to reprint or void a renewal and do not have access to the actions, or you have left the Renewal Complete page, the registration can be reprinted or voided in batches.

Renewal Complete

Receipt and sticker for plate #BX5L404 should have printed.

Process Next   Reprint   Void
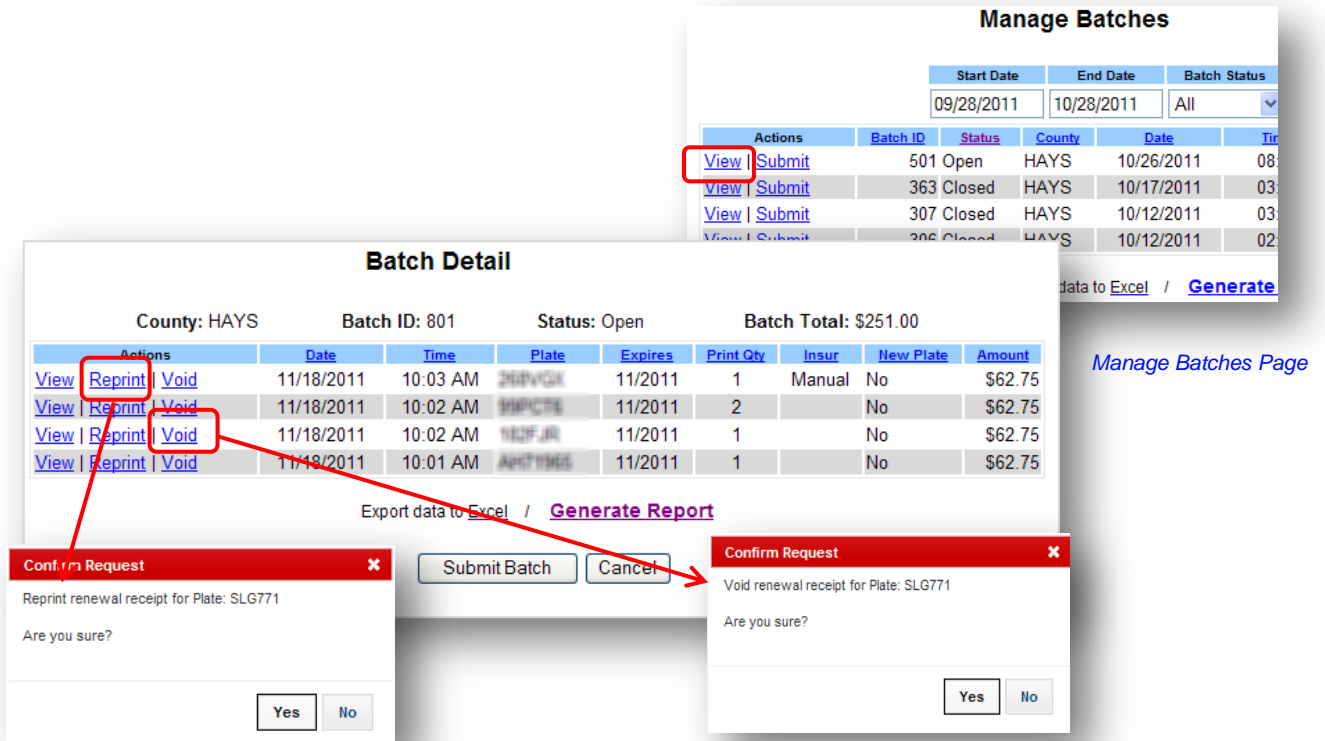
Completed Processing Page

9.2 Reprinting and Voiding Renewals through Batches

Reprinting or voiding a registration can be performed by anyone with authorized access to submit batches. Renewals can be changed in Open or Closed batches only. Batches in Submitted and Approved status are view only.

Step 1. Click "Manage Batches" from the Actions menu.

Manage Batches Page

Step 2. Click "View" on the appropriate batch to open the Batch Detail page.

Step 3. From the list of renewals in the batch, click "Reprint" or "Void" in the Actions column. You will be ask to confirm your request, and the process is completed.
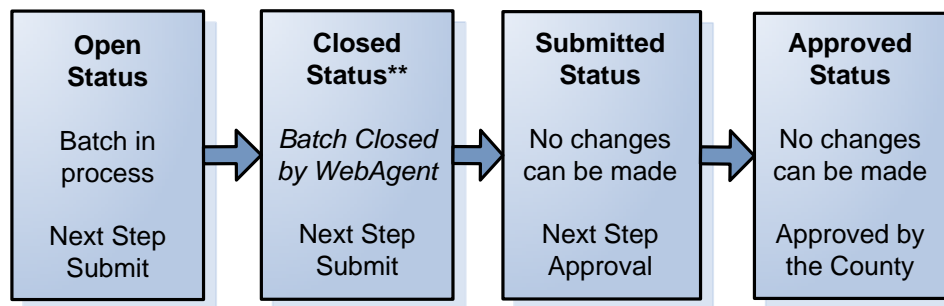
Job Aids - Reprinting and Voiding Registration Renewals

10 Managing Batches

Batches progress through WebAgent from the first renewal in the batch until you submit it and its approved by the County Tax Office.

Each users' profile determines the actions they can perform within batches.

Open Status	Closed Status**	Submitted Status	Approved Status
Batch in process	*Batch Closed by WebAgent*	No changes can be made	No changes can be made
Next Step Submit	Next Step Submit	Next Step Approval	Approved by the County

Batches can be processed and submitted at any time. However, your county established limits on batches when setting up your Agent Location. When one of these limits is reached, WebAgent will automatically close the batch, and begin another batch with the next renewal.

**Closed status only occurs when one of the batch limits is reached, and WebAgent closes the batch.

These limits are:

      A.) Timing - the batch will be limited to seven days. The range from one to seven days (1 being daily and 7 being weekly).

      B.) Renewals - the batch will be limited to a maximum of 1,000 renewals.

The Users' authorized actions determine the actions you can perform within batches, and the status determines what you can do inside the batches.

      Open Status ⟶ Submit batch, and view, reprint, or void renewals

Closed Status ——————> Submit batch, and view, reprint, or void renewals

Submitted Status ——————> View only, only County Tax Offices can make changes

Approved Status ——————> View only, no changes can be made

Web Agent
Web-based Motor Vehicle Registration and Titling

Logged in as
User Name: SDOO Location: Agent Location #1 Workstation: 300

Manage Batches

Actions
Navigation
Home
Logout
Registration
Renew Registrations
Manage Batches
Administration
My Location
Manage Users

	Start Date	End Date	Batch Status		
	10/01/2011	10/31/2011	All	Filter	Reset
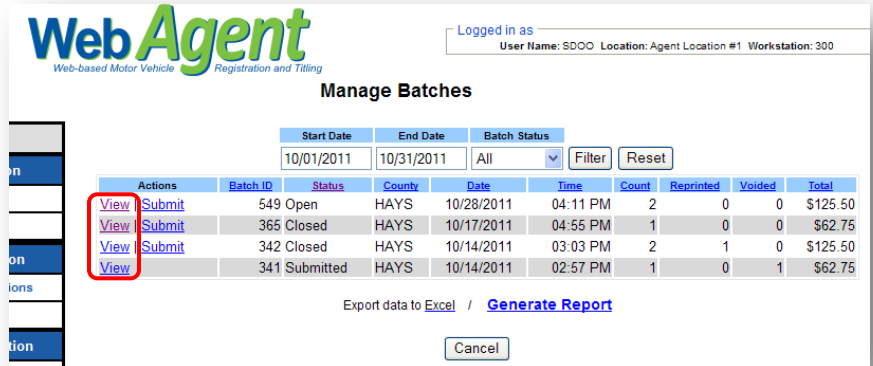
Actions	Batch ID	Status	County	Date	Time	Count	Reprinted	Voided	Total
View	Submit	549	Open	HAYS	10/28/2011	04:11 PM	2	0	0	$125.50
View	Submit	365	Closed	HAYS	10/17/2011	04:55 PM	1	0	0	$62.75
View	Submit	342	Closed	HAYS	10/14/2011	03:03 PM	2	1	0	$125.50
View	341	Submitted	HAYS	10/14/2011	02:57 PM	1	0	1	$62.75
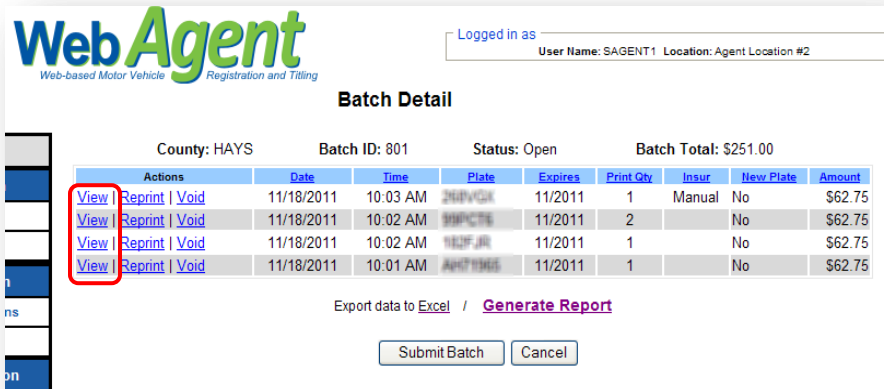
Export data to Excel / **Generate Report**

Cancel

Manage Batches Page

Job Aids - Managing Batches for Agents

11 Viewing Batches

To display the list of all available batches, select "Manage Batches" from the Actions menu on the Home page.

The Actions column lists actions available to you. The rest of the columns can be sorted in ascending or descending order.
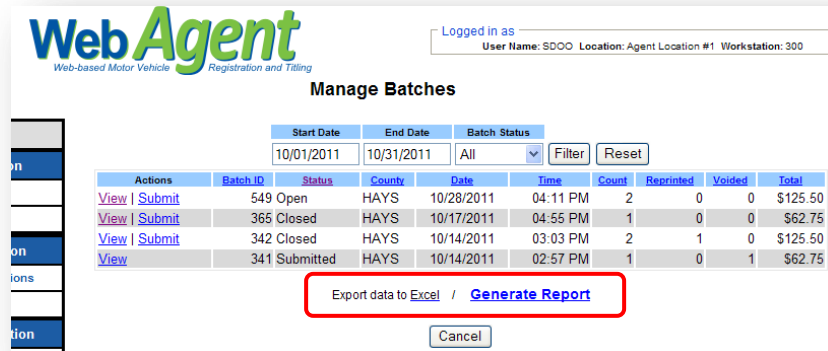

On the Manage Batches page you can search by the batch status or start and end date. The default status for batches is "All". Click "Filter" to process your request. When using the dates to filter for batches the date range cannot exceed 30 days.

The Actions column will list the actions available for the batch depending on the status.

While on the Manage Batches page you can view different levels of information within the batch. In other words, you can "drill down" through the information to see additional details. The process begins on the WebAgent Home page.

On the home page select "Manage Batches" from the Actions menu to see a list of batches.

Level 1. Displays the list of batches for the agent.

Click "View" under the Actions column to open the Batch Detail page and see a list of renewals in the batch.

List of Batches on the Batch Detail Page

Level 2. Displays the list of renewals and high level details for each renewal in the batch and under the Actions column the actions available for each.

Click "View" on the Renewal to see the Motor Vehicle Record.

List of Batches on the Batch Detail Page

Level 3. Displays details of each renewal detailed along with the available actions. Includes the vehicle information.
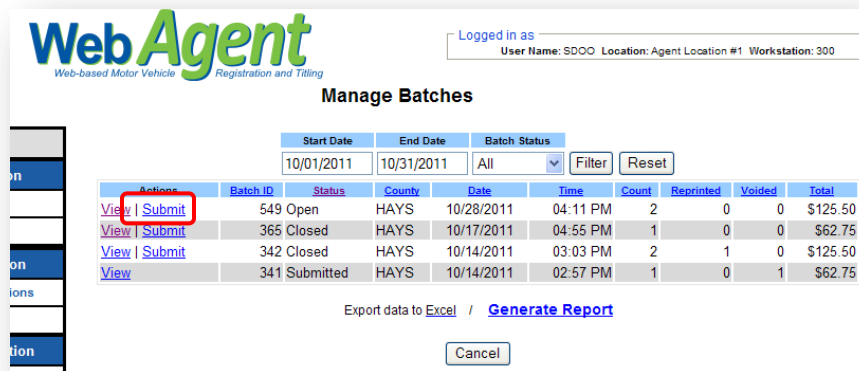

Motor Vehicle Record from Batch Detail

12 Submitting Batches

To submit batches for approval you need to have access to batches. The Authorized Actions designated in your profile determines your access.

The process begins on the WebAgent Home page where you will find the Actions menu.

Step 1. Select "Manage Batches" from the Actions menu.

Step 2. Use the filters or sort the columns to find the batches to submit. Under the Actions column it will be designated as Open or Closed.

Click "Submit".

Step 3. You'll get a confirmation request with batch information. Click "Yes" to confirm.

The status changes to Submitted. The batch ID remains the same. You still have the ability to view the batch, but no changes can be made at your location.

13 Reports

Reports are generated based on the Authorized Actions of the User. As the Administrator you can generate all reports. As reports are generated within the actions, users will need to have actions assigned to them based on reports they will need to generate. Section 2 contains the lists of actions available and associated responsibilities.
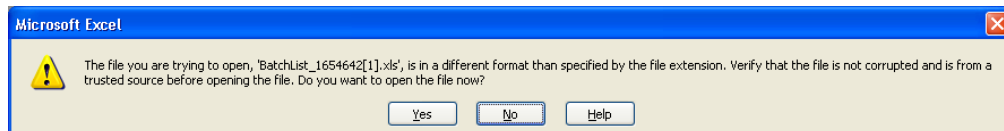
Reports are in PDF or Excel file format. PDF files should not be modified. Excel reports can be printed in the Excel format, or extracted in a comma delimited (or tab delimited) file to use in another application.

The following is a list of reports available, along with examples of the report.

Report of Users – Administrator Only	List of users at your location (administrator only) • User name • User ID • First and last name • User type (Administrator or User) • Authorizations
Batch Reports	Manage Batches • Batch ID • Status • Date and time stamp • Location name • Counts • Reprints • Voids • Totals Batch Detail • Date • Plate number • VIN • Expiration month and year

	- Print quantity
	- Insurance - manual checks conducted
	- New plate issued?
	- Amount
	- Username
	- Totals

If you are using a previous version of Excel you may get a caution dialogue box stating the format is different. Earlier versions of Excel have the file extension of xls. More recent versions have xlsx. You will be advised that they may be different and see the question, "Do you want to open the file now?" Accept the message and click "Yes" to continue.

13.1 Manage Users Report

13.2   Manage Batches Report

Batch Level Report

Batch Detail Report

14 Error Messages

The following is a list of errors for WebAgent.

Error Number	Message:
2300	PLEASE CONTACT THE HELP DESK.
2301	NO RECORD FOUND. PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2302	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2303	LAST4VIN DOES NOT MATCH.
2304	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2305	RENEWAL MUST BE SCANNED.
2306	RENEWAL TOO FAR IN ADVANCE.
2307	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2308	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2309	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2310	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2311	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2312	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2313	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2314	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2315	ERROR GENERATING RENEWAL RECEIPT.
2316	PLEASE CONTACT THE HELP DESK.
2317	WEB AGENT AUTHORIZATION FAILURE.
2318	SESSION TIME OUT.
2319	RENEWAL MUST BE ENTERED VIA KEYBOARD.
2320	OVER 200 BATCH ROWS RETURNED. PLEASE REFINE SEARCH CRITERIA.
2321	AUTHENTICATION ERROR. IF YOU CONTINUE TO HAVE TROUBLE .LOGGING IN PLEASE CONTACT THE HELP DESK.

2322	START AND END DATE ARE OVER 30 DAYS APART.
2323	INVALID RENEWAL LOOKUP REQUEST.
2324	PLEASE CONTACT THE HELP DESK.
2325	PLEASE CONTACT THE HELP DESK.
2326	BATCH ERROR, PLEASE CONTACT YOUR ADMINISTRATOR.
2327	BATCH ERROR, PLEASE CONTACT YOUR ADMINISTRATOR.
2328	BATCH ERROR, PLEASE CONTACT YOUR ADMINISTRATOR.
2329	PLEASE CONTACT THE HELP DESK.
2330	INVALID OFFICE WORKSTATION DATA.
2331	PLEASE REFER YOUR CUSTOMER TO THEIR LOCAL COUNTY TAX OFFICE.
2332	PLEASE CONTACT THE HELP DESK.
2333	PLEASE CONTACT YOUR ADMINISTRATOR.
2334	PLEASE CONTACT THE HELP DESK.
2335	PLEASE CONTACT YOUR ADMINISTRATOR.
2336	WEB AGENT TRANSACTION NOT AVAILABLE TO VOID.
2337	THIS RENEWAL HAS ALREADY BEEN PROCESSED.
2340	PLEASE CONTACT THE HELP DESK.
2341	PLEASE CONTACT THE HELP DESK.
2342	EXPIRED PASSWORD.
2343	CHALLENGE QUESTIONS ARE MISSING.
2344	USER IS LOCKED OUT.
2345	USERNAME AND PASSWORD ARE REQUIRED.
2346	AGENCY DELETED WITH UNSUBMITTED BATCHES. THE BATCHES ARE NOW MARKED AS SUBMITTED.
2347	RTS LOGIN INFO NOT FOUND IN LOG FUNCTION TRANS.
5000	IS NUMERIC.
5001	MUST BE NUMERIC.
5002	USERNAME AND PASSWORD MUST BE ENTERED.
5003	USERNAME MUST BE ENTERED.
5004	PASSWORD MUST BE ENTERED.
5005	NO AGENCY IS FOUND FOR THE USER ENTERED.

5006	PLEASE CHECK I ACCEPT OR PRESS THE CANCEL BUTTON.
5007	PLEASE ENTER THE LICENSE PLATE NUMBER.
5008	PLEASE ENTER THE LAST FOUR CHARACTERS OF THE VIN.
5009	PLEASE SCAN THE RENEWAL NOTICE BARCODE.
5010	NOT ENOUGH DATA WAS SCANNED TO PERFORM A SEARCH. PLEASE RESCAN.
5011	THE INPUT METHOD USED IS NOT VALID.
5012	THIS RENEWAL HAS ALREADY BEEN PROCESSED.
5013	PLEASE SELECT THE RESPONSE FOR CITATION ISSUED QUESTION.
5014	EXPIRED LICENSE CITATION WAS ISSUED SO RENEWAL MAY NOT BE PROCESSED.
5015	PLEASE SELECT THE APPROPRIATE RESPONSE FOR VALID INSURANCE.
5016	CANNOT PROCESS RENEWAL WITHOUT PROOF OF INSURANCE.
5017	PLEASE SELECT AN AGENCY LOCATION AND PRESS CONTINUE.
5018	USER NAME OR FIRST AND LAST NAME MUST BE ENTERED TO SEARCH.
5019	AGENCY ID, NAME, OR ZIP CODE MUST BE ENTERED TO SEARCH.
5020	NO USER WAS FOUND FOR THE CRITERIA ENTERED.
5021	FIRST NAME AND LAST NAME MUST BE ENTERED.
5022	USER NAME MUST BE DIFFERENT THAN THE LOGGED IN USER NAME.
5023	MAXIMUM SUBMIT COUNT MUST BE LESS THAN OR EQUAL TO 1000.
5024	AGENT IS ALREADY ASSIGNED TO THIS LOCATION.
5025	LOCATION IS ALREADY ASSIGNED.
5026	NO LOCATION WAS FOUND FOR THE CRITERIA ENTERED.
5027	MAXIMUM SUBMIT DAYS MUST BE FROM 1 TO 7.
5028	PHONE NUMBER MUST BE 10 NUMERIC DIGITS.
5029	AT LEAST ONE ACTION FOR USER OR ADMINISTRATOR MUST BE SELECTED.
5030	THERE WAS A PROBLEM WITH THE {0} AS ENTERED, PLEASE RE-ENTER THE AMOUNT.
5031	THE {0} MUST BE LESS THAN $100,000; PLEASE RE-ENTER THE AMOUNT.
5032	THIS SYSTEM'S LAST CONNECTION WAS TO THE LOCATION: XXXXXXXX
5033	IF USER NAME IS ENTERED, THEN FIRST AND LAST NAME MUST BE BLANK.
5034	IF LOCATION ID IS ENTERED, THEN LOCATION NAME AND ZIP CODE MUST BE BLANK.

15 WebAgent FAQs

General Questions

Question: What is WebAgent?

Answer: The on-line application developed to replace the existing Remote Sticker Printing System (RSPS).

Question: What is WebSub?

Answer: The first of two planned projects that make up the WebAgent application. The present WebSub includes registration renewal functionality, and replaces the subcontractor version of RSPS. The future WebDealer will add new registration and titling functionality to WebAgent to replace the Dealer (DTA) version of RSPS.

Question: Will fees be charged to use WebAgent?

Answer: No

Question: What is an "Agent" in WebAgent?

Answer: A user of the WebAgent on-line application.

Question: Where do I send comments, enhancement requests and questions?

Answers: WebAgent@txdmv.gov

Question: The 'Actions' menu on WebAgent is white, how do I correct this?

Answer: Press 'Ctrl' + 'F5' on your keyboard to refresh the page.

Support Questions

Question: Who does the Agent (subcontractor) call for WebAgent support?

Answer: Same as previously, the County Tax Office.

Question: Will TxDMV provide the equipment to use WebAgent?

Answer: No. WebAgent was designed to allow agents to access it using their own equipment. To see software and hardware requirements, go to the WebAgent Actions menu. Under 'Help', click 'Support', and 'WebAgent System Requirements' will list the required components.

Printing Questions

Question: The Adobe pop-up window does not display.

Answer: Ensure Adobe Reader version 9 or higher has been downloaded. To install Adobe Reader, you can find a link on the WebAgent System Requirements document under Help on the Actions menu. You can also access Adobe at: http://get.adobe.com/reader/

Question: When can I reprint or void a renewal transaction?

Answer: Transactions can be reprinted or voided by Subcontractor Agents prior to submitting the batch. After the batch is submitted, only the County Tax Office can reprint or void. *RTS user - Transactions can be voided after approval of batch and within the 48 hour void window (same rules apply as RTS).*

Batch Questions

Question: Why is a batch still open when the criteria for maximum number of days and maximum number of transactions have been reached?

Answer: Inactivity within the application is why the batch did not close. The batch will change to "Closed" status when another renewal is processed.

Question: What do you do with a batch that has only voided transaction(s)?

Answer: The agent should submit the batch.